



STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

ROY COOPER
GOVERNOR

JAMES H. TROGDON, III
SECRETARY

DATE: March 15, 2018

TO: Join Legislative Transportation Oversight Committee

FROM: *for* T. M. Little, PE
Chief Engineer

SUBJECT: Citizen Action Request Report

DocuSigned by:
Robert Barron
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Pursuant to G.S. §136-18.05(b)(1), please find attached the Department's report on responsiveness to citizen-reported maintenance issues including potholes, drainage issues, guardrail repairs, damaged or missing signs, malfunctioning traffic lights, and shoulder damage which were identified in the previous month.

The Department of Transportation greatly appreciates the continuing support and assistance being provided by your Committee. Please let us know if additional information or clarification is needed.

TML/rlb

Attachments

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RALEIGH, NC 27699-1536

Action Request (AR) Completion Report

February, 2018

Statewide

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	885	560	28	297
	Guardrail Damage	114	95	5	14
	Pothole	3,427	2,584	767	76
	Shoulder Repair	548	422	21	105
Traffic	Signal Malfunction	218	182	14	22
	Signing	317	274	10	33
Total		5,509	4,117	845	547

Division 1

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	18	16	0	2
	Guardrail Damage	1	1	0	0
	Pothole	88	83	5	0
	Shoulder Repair	36	34	1	1
Traffic	Signal Malfunction	3	3	0	0
	Signing	13	12	0	1
Total		159	149	6	4

Division 2

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	60	32	1	27
	Guardrail Damage	0	0	0	0
	Pothole	233	213	16	4
	Shoulder Repair	29	25	0	4
Traffic	Signal Malfunction	7	7	0	0
	Signing	8	8	0	0
Total		337	285	17	35

Division 3

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	197	80	9	108
	Guardrail Damage	3	1	0	2
	Pothole	308	195	106	7
	Shoulder Repair	120	76	10	34
Traffic	Signal Malfunction	12	12	0	0
	Signing	22	22	0	0
Total		662	386	125	151

Division 4

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	87	39	3	45
	Guardrail Damage	11	7	0	4
	Pothole	91	78	9	4
	Shoulder Repair	51	37	1	13
Traffic	Signal Malfunction	3	3	0	0
	Signing	23	22	0	1
Total		266	186	13	67

Division 5

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	64	33	5	26
	Guardrail Damage	17	15	2	0
	Pothole	1,220	718	465	37
	Shoulder Repair	46	20	5	21
Traffic	Signal Malfunction	77	48	14	15
	Signing	44	10	6	28
Total		1,468	844	497	127

Division 6

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	91	46	1	44
	Guardrail Damage	4	2	1	1
	Pothole	83	70	13	0
	Shoulder Repair	52	29	2	21
Traffic	Signal Malfunction	11	11	0	0
	Signing	9	9	0	0
Total		250	167	17	66

Division 7

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	62	53	0	9
	Guardrail Damage	5	0	0	5
	Pothole	152	146	6	0
	Shoulder Repair	29	28	0	1
Traffic	Signal Malfunction	14	14	0	0
	Signing	18	18	0	0
Total		280	259	6	15

Division 8

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	36	32	0	4
	Guardrail Damage	25	24	0	1
	Pothole	178	176	1	1
	Shoulder Repair	55	51	1	3
Traffic	Signal Malfunction	2	2	0	0
	Signing	15	13	1	1
Total		311	298	3	10

Division 9

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	82	75	3	4
	Guardrail Damage	6	3	2	1
	Pothole	319	283	36	0
	Shoulder Repair	46	43	0	3
Traffic	Signal Malfunction	4	4	0	0
	Signing	16	15	1	0
Total		473	423	42	8

Division 10

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	37	18	3	16
	Guardrail Damage	0	0	0	0
	Pothole	299	180	103	16
	Shoulder Repair	16	15	0	1
Traffic	Signal Malfunction	49	45	0	4
	Signing	50	46	2	2
Total		451	304	108	39

Division 11

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	11	11	0	0
	Guardrail Damage	6	6	0	0
	Pothole	58	58	0	0
	Shoulder Repair	18	18	0	0
Traffic	Signal Malfunction	0	0	0	0
	Signing	45	45	0	0
Total		138	138	0	0

Division 12

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	57	54	0	3
	Guardrail Damage	5	5	0	0
	Pothole	154	154	0	0
	Shoulder Repair	25	25	0	0
Traffic	Signal Malfunction	20	17	0	3
	Signing	23	23	0	0
Total		284	278	0	6

Division 13

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	51	47	0	4
	Guardrail Damage	18	18	0	0
	Pothole	158	158	0	0
	Shoulder Repair	13	13	0	0
Traffic	Signal Malfunction	13	13	0	0
	Signing	20	20	0	0
Total		273	269	0	4

Division 14

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	32	24	3	5
	Guardrail Damage	13	13	0	0
	Pothole	86	72	7	7
	Shoulder Repair	12	8	1	3
Traffic	Signal Malfunction	3	3	0	0
	Signing	11	11	0	0
Total		157	131	11	15